

Consumer Grievance Redressal Forum

FOR BSES YAMUNA POWER LIMITED

(Constituted under section 42 (5) of Indian Electricity Act. 2003)
Sub-Station Building BSES (YPL) Regd. Office Karkardooma,
Shahdara, Delhi-110032

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SECY/CHN 015/08NKS

C A No. 152545965
Complaint No. 55/2020

In the matter of:

Shri Chand SharmaComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. Arun P Singh (Chairman)
2. Mrs. Vinay Singh, Member (Legal)
3. Dr. Harshali Kaur, Member (CRM)

Appearance:

1. Mr. Rajesh Kumar Sharma, Son of the complainant
2. Mr. Imran Siddiqui & Mr. Prashant Tikadar, On behalf of BYPL

ORDER

Date of Hearing: 08th January, 2021

Date of Order: 15th January, 2021

Order Pronounced by:- Dr. Harshali Kaur, Member (CRM)

Briefly stated facts of the case are that during the Covid 19 lockdown period the respondent sent high amount bills to the complainant without giving any subsidy.

The complainant submitted that he is using electricity through CA No. 152545965 for domestic purposes and was regularly paying the electricity bills. The last payment he made was for the month of March 2020, thereafter the lockdown was implemented and in the month of June 2020, he, himself took reading of the meter and sent it to the respondent for reading based bill.

[Signature] *[Signature]*

1 of 4

Harshali

Complaint No. 55/2020

It is also his submission that the respondent raised the reading based bill but without giving any subsidy for lockdown months. He also submitted that he made complaints through e-mail to CGRF-BYPL and Electricity Ombudsman and when he received NIL reply from either and he filed Writ Petition before Hon'ble High Court, which was decided on 31.08.2020, in which stay on electricity disconnection was granted for one week alongwith the liberty to file the complaint before the CGRF within one week. Therefore, he requested the Forum to direct the respondent company for revision of his bills and also asked for stay on disconnection.

Notice was issued to both the parties to appear before the Forum on 05.10.2020.

The respondent company submitted their reply stating therein that the present complaint is regarding CA No. 152545965 registered in the name of Shri Chand Sharma having billing address Ram Singh Sharma, H.No. 93, Second Floor, Main Road, Shreshtha Vihar, Delhi-92. The said connection got energized on 30.05.2018 under domestic tariff category. It is also their submission that as per Govt. guidelines Subsidy is given at two stages and in case consumption is more than 400 units in a month then no subsidy is given.

Respondent further added that due to lockdown no downloaded reading was taken from March 2020 to May 2020 and provisional billing was done during this period and due to software program complainant was automatically given subsidy of Rs. 736.74/-. The downloaded reading was taken on 16.06.2020 and as such the total consumed units were 1699 for 111 days. The details of the reading as are follow:-

Reading as on 26.02.2020 5972

Reading as on 16.06.2020 7671

Units consumed 1699

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Complaint No. 55/2020

The billing period calculation

February 2020	03
March 2020	31
April 2020	30
May 2020	31
June 2020	16
Total	111

Thus on average per month consumption from March to June 2020 was for approximately 425 units. As such a consumer has been given excess subsidy of Rs. 736.74 which needs to be recovered from the consumer by reversing the entry.

Respondent also filed month wise subsidy eligibility

February 2020	$400 \times 29 / 3 = 41.37$
March 2020	$400 / 31 \times 31 = 400$
April 2020	$400 / 30 \times 30 = 400$
May 2020	$400 / 31 \times 31 = 400$
June 2020	$400 / 30 \times 16 = 213.33$
Total	1454.70/-

That on the basis of aforesaid calculations the bill generated amounting to Rs. 8470/- is correct and justified except that the subsidy of Rs. 736.74 granted is to be reverted.

The present complaint was heard on 05.10.2020. The respondent submitted their reply and was directed to see the last year consumption pattern of these corresponding four months and try to resolve the issue. Forum also directed the respondent that the disputed bill amount should be stayed in abeyance and complainant should pay the current dues regularly. The respondent was also given direction for stay on disconnection till the disposal of this complaint from the Forum.



3 of 4



Complaint No. 55/2020

The matter was again heard on 16.10.2020, 18.11.2020 and 08.12.2020, when the Forum suggested to both the parties to explore any possibility for an amicable solution.

The matter was finally heard on 08.01.2021, when the respondent filed copy of the revised bill and counsel for the complainant stated that complainant was satisfied and subsequently filed a withdrawal letter as his grievance had been addressed by the respondent due to intervention of the Forum.

Under the circumstances, the Forum found it appropriate to accept the complainant's withdrawal letter and dispose off the case accordingly.

No order as to the cost. A copy of this order be sent to both the parties and file be consigned to record room thereafter.

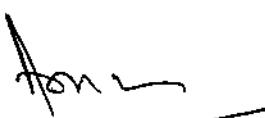
The order is issued under the seal of CGRF.



(HARSHALI KAUR)
MEMBER (CRM)



(VINAY SINGH)
MEMBER(LEGAL)



(ARUN P. SINGH)
CHAIRMAN